

MADERA COUNTY

INFORMATION TECHNOLOGY SYSTEMS ANALYST I INFORMATION TECHNOLOGY SYSTEMS ANALYST II

DEFINITION

Under general supervision (level I), or direction (level II), to analyze and make recommendations regarding the development and enhancement of the County's computer applications, equipment and software needs; to develop and conduct training for software and hardware usage; to serve as technical liaison for the analysis and reporting of technological enhancements for the County; and perform related work as assigned.

SUPERVISION EXERCISED

Information Technology Systems Analyst I

Exercises no supervision.

Information Technology Systems Analyst II

May exercise technical and functional supervision over lower level staff.

DISTINGUISHING CHARACTERISTICS

Information Technology Systems Analyst I – This level is the entry level in the Information Technology Systems Analyst class series. Positions at this level usually perform most of the duties required of the positions at the Information Technology Systems Analyst II level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Information Technology Systems Analyst II - This is the full journey level in the Information Technology Systems Analyst class series. Positions at this level are distinguished from the Information Technology Systems Analyst I level by the performance of the full range of duties as assigned, working independently and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, and perform a number of duties of increasing complexity. Positions in this class series are flexibly staffed and positions at the Information Technology Systems Analyst II level are normally filled by advancement from the Information Technology Systems Analyst I level. When filled from the outside, the employee is required to have prior related experience, which allows the employee to meet the qualification standards for the Information Technology Systems Analyst II level.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Maintain software, hardware, and related components required by the County's computer, telecommunications and other automated operational systems; monitor and resolve problems related to application software, operating system, hardware, printing, and networks; prepare a variety of reports and correspondence; evaluate hardware and software requirements for proposed applications; manage small technical projects and coordinate the work of other team members; provide assistance to users during and after the conversion, implementation or installation of new systems; consult with County departments to identify computer related problems, determine needs, and recommend and develop solutions; provide training and technical support to users; participate in product evaluations and prepare recommendations regarding hardware and software purchase and utilization; conduct feasibility studies to determine applicability of information technology systems; perform technical networking duties as assigned; train and/or make presentations to user department staff regarding information technology systems and techniques.

OTHER JOB RELATED DUTIES

Performs related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Information Technology Systems Analyst I

Knowledge of:

Current technology as it pertains to servers; routers; switches; storage devices; audio/video services; protocols; client server technology; network principles; wireless, wire line, and circuit transmission mediums; QOS/TOS operating systems; database systems; document imaging; and disaster recovery/ business continuity principles.

Principles of information technology systems.

Procedures and techniques used in the diagnosis and repair of computer equipment and related components.

Basic methods and techniques of analysis.

Principles and techniques of training.

Principles of report preparation and writing.

Modern office systems, equipment and methods.

Personal computer hardware and software including Windows 2000/2003/XP, LAN/WAN networks, and Microsoft Professional products.

Skill to:

Operate a motor vehicle safely and efficiently.
Operate modern office equipment, including computer equipment.

Ability to:

Assist in evaluating and making recommendations for the procurement of computer related hardware, software, and peripheral equipment.
Gather, organize, and analyze information.
Analyze data and system malfunctions, identify problems, and develop appropriate solutions.
Effectively communicate technical concepts to non-technical users.
Understand and carry out oral and written directions.
Communicate clearly and concisely, both orally and in writing.
Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

One year of increasingly responsible experience in the analysis, design and implementation of information technology systems, including technical support.

Training:

Equivalent to two years of college level course work in Computer Science, Information Systems or a closely related field, including course work in techniques of system analysis.

License or Certificate:

Possession of, or ability to obtain by date of appointment, a valid California driver's license.

Possession of one or more of the following: Microsoft Certified Professional (MCP), Microsoft Office User Specialist (MOUS), Microsoft Certified Technology Specialist (MCTP), Microsoft Certified IT Professional (MCITP), Project Management Professional (PMP) or equivalent certifications as determined by the Director of Information Technology.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to sit, stand, reach, balance, walk, kneel, crouch, stoop, squat, crawl, twist, climb, lift 25 lbs.; exposure to cold, heat, noise, mechanical and electrical hazards; work in a confined space; travel to different sites and locations; availability for shift work.

Information Technology Systems Analyst II

In addition to the qualifications for a Information Technology Systems Analyst I:

Knowledge of:

Functions and operations of the County Information Technology department.
Programming and system design.
Methods and techniques of analysis.

Ability to:

Assume responsibility for technical projects.
Plan and coordinate the work of assigned staff.
Prepare complex reports including cost benefit analysis, return on investment, and total cost of ownership.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience:

Two years of increasingly responsible experience in the development, implementation, and maintenance of information technology systems equivalent to that of an Information Technology Systems Analyst I with Madera County.

Training:

Equivalent to two years of college level course work in Computer Science, Information Systems, or a closely related field, including course work in techniques of system analysis.

License or Certificate:

Possession of, or ability to obtain by date of appointment, a valid California driver's license.

Possession of one or more of the following: Microsoft Certified Professional (MCP), Microsoft Office User Specialist (MOUS), Microsoft Certified Technology Specialist (MCTP), Microsoft Certified IT Professional (MCITP), Project Management Professional (PMP) or equivalent certifications as determined by the Director of Information Technology.

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